



COMMUNICATIONS ANALYST I

Characteristics of Work

Incumbents in communications services are responsible for designing, implementing and maintaining new voice communications systems and upgrading and/or maintaining existing systems. These positions typically specialize in telephony services providing consulting assistance in the analysis and design of communications systems for the Agencies. Communications Analysts have key responsibility for user contact and act as a liaison between the Agency end users and technical staff to ensure that user requirements are met in the most effective way.

Communications Analyst I is the basic level where incumbents are responsible for maintenance of the telephone communications system. This involves performing system monitoring, including level checks, usage checks, noise checks and quality checks, and preventative maintenance. Incumbents are also responsible for ordering and keeping track of additional phone equipment, making update changes to the system (adding and deleting users), maintaining the call accounting system, coordinating and scheduling meetings between end users and technicians, and responding to State-wide requests for voice and data services. This involves acting as a liaison, issuing work orders and coordinating work to be completed with the technical communications staff, the customer service representatives and the agency client.

Examples of Work

Examples of work performed in this classification include, but are not limited to, the following:

Orders and tracks telephone equipment for the State.

Performs system monitoring including level checks, usage checks, noise checks, quality checks, and preventative maintenance.

Adds and deletes State telephone system users.

Maintains the call accounting system.

Coordinates and schedules meetings between end-users and technicians

Issues client work orders and coordinates work to be completed by the communications technicians and customer service representatives.

Performs related or similar duties as required or assigned.

Essential Functions

Additional essential functions may be identified and included by the hiring agency. The essential functions include, but are not limited to, the following:

1. Works with end-users and technical staff to maintain telephone communication systems services.

2. Monitors usage levels and quality of telephone services for the State.
3. Orders and tracks phone equipment and services for the State.

Minimum Qualifications

These minimum qualifications have been agreed upon by Subject Matter Experts (SMEs) in this job class and are based upon a job analysis and the essential functions. However, if a candidate believes he/she is qualified for the job although he/she does not have the minimum qualifications set forth below, he/she may request special consideration through substitution of related education and experience, demonstrating the ability to perform the essential functions of the position. Any request to substitute related education or experience for minimum qualifications must be addressed to the State Personnel Board in writing, identifying the related education and experience which demonstrates the candidate's ability to perform all essential functions of the position.

Physical Requirements: These physical requirements are not exhaustive, and additional job related physical requirements may be added to these by individual agencies on an as needed basis. Corrective devices may be used to meet physical requirements. These are typical requirements; however, reasonable accommodations may be possible.

Light Work: May frequently walk or stand and/or frequently exert force equivalent to lifting up to approximately 10 pounds and/or occasionally exert force equivalent to lifting up to approximately 20 pounds.

Vision: Requires the ability to perceive the nature of objects by the eye.

Near Acuity: Clarity of vision at 20 inches or less.

Midrange: Clarity of vision at distances of more than 20 inches and less than 20 feet.

Far Acuity: Clarity of vision at 20 feet or more.

Depth Perception: Three-dimensional vision. Ability to judge distance and space relationships so as to see objects where and as they actually are.

Accommodation: Ability to adjust focus.

Color Vision: Ability to identify colors.

Speaking/Hearing: Ability to give and receive information through speaking and listening skills.

Motor Coordination: While performing the duties of this job, the incumbent is regularly required to walk; and use hands to finger, handle or feel objects, tools or controls. The incumbent is frequently required to sit; and reach with hands and arms. The incumbent is occasionally required to stand; climb or balance; and stoop, kneel, crouch, or bend.

Experience/Educational Requirements:

Education:

An Associate's Degree from an accredited two-year college in communications or a related field;

OR

Education:

Graduation from a standard four-year high school or equivalent (GED);

AND

Experience:

Two (2) years of directly related experience.

Substitution Statement:

Related Education and directly related experience may be substituted on an equal basis.

Interview Requirements

Any candidate who is called to an agency for an interview must notify the interviewing agency in writing of any reasonable accommodation needed prior to the date of the interview.